



eForms Initiative

Joint Legislative Oversight Committee on
Information Technology

October 28, 2010



The problem



- Paper based collection of information
 - Inefficient
 - Error-prone
 - Inflexible
- Citizen expectations
 - Internet-ready
 - Rapid response
 - Immediate
- State has been slow to adapt
 - Sheer volume of forms
 - Multiple business owners
 - Budgetary constraints



The response



- The General Assembly in 2010 directed the State CIO to:
 - “plan, develop and implement a coordinated enterprise electronic forms and digital signatures capability.”
- In addition the SCIO must determine and incorporate specific agency requirements into the planning effort



The approach



- Take forms inventory from OSBM and agency study (500 forms)
- Prioritize near term opportunities
 - Select no more than 2-3 case studies
 - Select high-value forms
- Build business case and estimate time and cost



Key Projects



- Selected two eForms for modernization
 - Office of State Personnel (E-Recruit -- State employment application process)
 - Ethics Commission (Statement of Economic Interest)
- Selected one example of a comprehensive approach to process re-engineering
 - Health and Human Services (NC FAST)



E-Recruit



- Current PD-107 form (State job application)
 - Microsoft Word document
 - Applicants can download, fill out, and save
 - Requirements for submission vary from agency to agency
 - Some agencies require mail or fax
 - Some agencies have created their own electronic system (all different)



E-Recruit (benefits)



- Enterprise-wide online recruitment
- Increased visibility of job opportunities
- Reduced workload for citizens, HR staff, hiring managers
 - Citizens can fill out form online and submit electronically
 - Elimination of paper forms reduces cost of handling and storage
 - Ability to extract information from application



E-Recruit (benefits)



- Reporting and metrics
 - Demographic data for outreach
 - Response time to citizen measured and improved
- Consistent “look and feel”
- Integration with revamped state portal



E-Recruit (next steps)



- Estimated 1st year start-up money: \$100,000
- Source: IT Fund
- Planned activities
 - Establish project plan, including integration with state portal efforts
 - Communicate plan to stakeholders
 - Develop Request for Proposal
 - Select vendor
 - Provide statewide training for HR
 - Begin first year operations and maintenance



Ethics Commission



- Statement of Economic Interest (SEI)
- Currently this form requires that appointees download, print, fill-in and mail
- Three components of new system:
 - A new web-based front end
 - Document storage for copy-of-record and scanned historical documents
- Cost
 - GA Appropriated \$137,000
 - Will supplement with \$70,000 from IT Fund
- Implementation by January 2011



Comprehensive approach



- DHHS: NCFAST
 - Re-engineering business process
 - Modernize 17 legacy systems
 - Replace paper with online system
- Not an eForms project but,
 - Effectively replaces many paper-based process and forms
 - Eliminates need for forms entirely



eForms + portal initiative



- Portal vendors have developed many online forms and transactions
- May be able to accelerate use of eForms through portal
- Must coordinate eForms and portal initiatives closely



Future steps



- Using OSBM form inventory as a starting point, prioritize additional candidates for conversion to eForms
- Leverage portal initiative to speed up implementation of eForms
- Resources to manage and coordinate a comprehensive eForms effort
 - Competency centers
 - Support use of knowledge across agency lines





Questions?

